



Livingston Enterprises, Inc. provides free lifetime software support and software upgrades for every Livingston PortMaster™ product.

Contacting Customer Support

To obtain technical support, contact Livingston Monday through Friday between the hours of 6 a.m. and 5 p.m. PST (GMT -8).

- By voice, dial (800) 458-9966 within the USA (including Hawaii), Canada, or the Caribbean, or +1 (510) 426-0770 from elsewhere.
- By FAX, dial +1 (510) 426-8951.
- By electronic mail, send mail to support@livingston.com.
- Using the World Wide Web, see <http://www.livingston.com/>.

When contacting Customer Support, please provide the following information: company name, contact name, voice telephone number, email address, name of Livingston product, the product's ComOS™ version number, and a brief description of the issue.

Service Response Time

This section lists the response time for each service provided by Customer Support.

Electronic Mail and WWW Support

Email is answered on a first-in, first-out, best-effort basis.

Telephone Support

Telephone support is provided at no cost to you. Requests are placed into a priority call queue; calls are answered on a best-effort basis according to the following criteria:

Service Need	Call Priority
Production system down	Urgent
Performance is seriously impacted by problem	High
Configuration issues	Medium
Information only	Low
Installation appointment-must be scheduled in advance	N/A
Software Upgrades-can be obtained from FTP site ftp.livingston.com	N/A

Due to the high volume of calls, Customer Support will respond to your support request with a minimum of three telephone calls during a two-week period, leaving a message if you are not available. If you do not respond, Customer Support will attempt to contact you via email. If all contact attempts prove unsuccessful, Customer Support assumes that your issue has been resolved and will close your case.

FAX Support

Customer Support responds to FAX support requests on a first-in, first-out, best-effort basis.

Hardware Repair

All Livingston hardware is covered under warranty for one year from the date of purchase. The warranty coverage is as follows:

Within Warranty

If a PortMaster hardware problem occurs within the first year from the date of purchase, Livingston will send a replacement unit via overnight express at no charge to the customer.

After Warranty

For PortMaster hardware problems that occur after one year from the date of purchase, Livingston provides full repair service. Please send email to support@livingston.com for specific price information.

Support Coverage

Customer Support will resolve all material problems and issues directly related to Livingston products. This support covers Livingston hardware and the following software: ComOS, PMconsole™, Livingston RADIUS™ for the PortMaster product line, and ChoiceNet™ products.

Customer Support provides guidance to resolve issues and problems indirectly related to Livingston products. When you are reasonably assured that your problem is caused by a product or service outside the Livingston product line, Customer Support will close your support call, FAX, email, or WWW communication; you are then responsible for contacting the appropriate vendor, manufacturer, or service provider for resolution.

Products and services indirectly related to the Livingston product line include but are not limited to the following: CSUs/DSUs, third-party modems, RADIUS for non-Livingston products, Domain Name Service (DNS), Network Information Service (NIS), networking protocols, software, cables, local and wide area networks, telephone company switches and services, network peripheral operating systems, servers, and computer peripheral equipment.

Training

Livingston offers a three-day comprehensive training course for end users. The course provides: an overview of TCP/IP and wide area network configuration, a hands-on lab environment, coverage of advanced PortMaster configuration, and a question-and-answer session. Training is currently being scheduled on a bimonthly basis; the cost for the three-day course is \$1200. To obtain training information, send email to training@livingston.com.

For More Information

For application notes, white papers, and general support information, visit our WWW site at <http://www.livingston.com/> or our FTP site at [ftp.livingston.com](ftp://ftp.livingston.com).

To communicate with other PortMaster users, check out the PortMaster user's mailing list. To subscribe, send email to majordomo@livingston.com with "subscribe portmaster-users-digest" in the body of the message.



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